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The Commonwealth of Massachusetts

ANNUAL REPORT

OF THE

COMMISSIONER OF CIVIL SERVICE

For the Year ending November 30, 1923

DEPARTMENT OF CIVIL SERVICE AND REGISTRATION

To the Honorable Senate and House of Representatives, in General Court assembled.

In accordance with the provisions of section 30, chapter 31 of the General Laws, I hereby submit the fortieth annual report of the Department of Civil Service and Registration, Division of Civil Service, covering the period from Dec. 1, 1922, to Nov. 30, 1923, inclusive.

Personnel.

On the expiration of the term of office of Mr. Arthur M. Huddell as associate commissioner, the Governor appointed Mr. Patrick J. McMahon of Westfield, who qualified on December 12, 1922, and immediately assumed the duties of the office.

Examinations.

The total number of persons examined this year is 10,561, a slight increase over last year's total of 10,167. The largest examination was the clerical examination held in January, at which 1,506 candidates were examined. A special examination for investigators and examiners under the State Department of Public Works was held in March, for which 741 men appeared.

Special Examiners.

Massachusetts, through its Civil Service Commission, has been one of the foremost States in successfully promulgating the Merit System, and one of the most important details of this work is the selection of special examiners, who are chosen with great care by the Commissioners.

Public spirited men and women who have served us in this capacity during the past year have rendered a splendid civic service.

The Commissioners, therefore, wish to take this opportunity to express to them their deep appreciation of the work they have done.

Intelligence Tests.

During the past year the Commission has incorporated an intelligence test (so-called) in the general clerical and stenographic examinations. This test is an attempt to determine the native intelligence or mental alertness of the various applicants. The examination which was formerly given was almost entirely a test of education, in which a person of poor education was practically sure to get a low mark, even though he might have good native intelligence.

The intelligence test is based upon the theory that, if a sufficiently large number of simple tests is given, the individual who is mentally quick and alert will finish a larger number of tests in a given time than the less intelligent individual. The tests are made sufficiently simple so that a person with an ordinary grammar school education should have no difficulty in passing them.

It is believed that in connection with the other tests which are given the intelligence test is a valuable aid in securing suitable applicants for public service.

Strength Standard raised.

A marked deterioration has been noticed in the type of men applying for the police and fire examinations. Many men barely up to the height standard have passed the strength tests with a very low mark, thus obtaining a place on the eligible list. It was believed that, by raising the standard, men better qualified were carefully revised and the new weights for the different tests were put into effect for the State-wide fire and police examinations held in June and Septem-

ber, respectively. The result has been the elimination of many men of inferior physique and the placing on the eligible lists of men better qualified for the work which they seek.

Police Investigations.

The commissioners have requested and received from the Police Commissioner of Boston private reports regarding applicants for police service. This has resulted in eliminating many undesirable men, and has been so advantageous that the system has now been extended to the cities outside of Boston and to towns where the police service is classified.

Blanks are sent to the chief of police where the applicant resides, with the request that he will cause private inquiry to be made as to the applicant's occupation, character, habits, associates and reputation, and inform the Commissioner of the result of this inquiry. If it appears from this report that an applicant would not make a desirable police officer, his application is cancelled.

Publicity given to Examinations.

It is not possible to secure an appropriation large enough to advertise examinations in the newspapers. The Commission has, however, employed a "publicity man" to see that notices regarding examinations are given to the papers. From clippings it has been found that items regarding examinations have been published throughout the State regularly..

In addition, it was decided to see what could be done with the limited appropriation allowed. The first effort was made with Playground Workers. About a month before the examination was held, letters were sent to the superintendents of schools throughout the State, requesting them to call the attention of the teachers under them to this opportunity for work in the summer. Notices were also sent to all the women's colleges in the State, to kindergarten schools, and teachers' agencies, as well as to all persons who had been employed provisionally the summer before. This publicity resulted in an increase from 231 applicants the first year to 472 applicants the next year. This work is still being done, resulting in over 400 applicants each year.

Just after the war it was very difficult to obtain even clerks and stenographers for State service. When the examinations were about to be held, therefore, letters were sent to the principals of the high schools throughout the State, requesting them to bring the examinations to the attention of the pupils taking the business courses. This has resulted in large numbers of applicants, as shown on another page of this report.

A good many of the larger cities are employing dental hygienists in their health departments. It had been impossible to get an eligible list for this work, and selections for noncompetitive examination had been authorized. This year, the cities of New Bedford and Fall River needed hygienists, and it was decided to try to establish a list by competitive examination. A poster was sent to every dental hygienist registered with the State Board of Registration in Dentistry. There were sixteen who applied to take the examination and it was possible to certify from the resulting eligible list those who received the highest percentage.

When the examination for editorial assistant, Department of Administration and Finance, was announced, it was doubtful whether there would be any applicants, because of the special qualifications desired. The salary was a fair one for entrance. Copies of the poster were sent to all the printing establishments and publishing houses throughout the State, with the result that there were 29 women who passed the examination and became eligible for appointment.

Amendment to Rules.

At the time of the Boston police strike in 1919, when many new men were needed, the height limit of applicants for the police service of that city was reduced from five feet, eight inches, to five feet, seven inches, in order to admit more men to the examinations. The force has now been recruited to its full strength, and it has been deemed wise to restore the former standard. Accordingly, an amendment to the rules, raising the height limit to five feet, eight inches, was submitted to the Governor and Council, approved by it, and went

into effect on July 1, 1923. At the same time, the height limit for the Metropolitan District police service was similarly raised.

Labor Service.

In the appendix will be found tables showing the volume of work handled by the Labor Bureau during the year. A comparison with last year's report shows a somewhat smaller registration, although the lists for Boston, the Metropolitan District Commission, and some of the outside cities are still large. This reduction is attributed to the new method of certification which was adopted in 1922. All men whose names are certified are now notified to call on the appointing officer for an interview regarding the work for which they have been certified. If they do not appear, their names are removed from the list. Postal cards requesting the men to appear for interview have been sent to 13,013 persons in 1923. This new method has, on the whole, worked out very satisfactorily.

A distinct spirit of co-operation on the part of city officials has sprung up in the cities outside of Boston where laborers are classified, and evils which were apparent in 1922 have been nearly eliminated.

Extensions of Civil Service.

During the legislative session, the following enactment relating to civil service was passed:

Acts of 1923, chapter 22, "An Act placing under the Civil Service Laws the Office of Chief Engineer of the Fire Department of the Town of Saugus."

Positions in the official service of Gardner were automatically classified under the civil service rules when it became a city on January 1, 1923.

On September 15, the labor service of the city of Waltham was classified under the civil service rules upon vote of the City Council requesting the classification.

Opinions of the Attorney General.

The Attorney General has rendered during the year the following opinions in relation to civil service:

The Probationary Period. — Does the civil service rule providing that no person shall be regarded as holding office or employment until he has served a probationary period of six months apply in cases of promotion? No. — Opinion of the Attorney General, dated February 8, 1923.

Discharge from Draft. — Is a person who received a "discharge from draft" a veteran within the meaning of G. L. 31, S. 21? No. — Opinion of the Attorney General, dated June 11, 1923.

Engineer of Metropolitan Planning Division. — Is the engineer employed by the Metropolitan Planning Division of the Metropolitan District Commission under civil service? Yes. — Opinion of the Attorney General, dated September 13, 1923.

New Bedford Soldiers' Relief Department. — Is the chief clerk and investigator of soldiers' relief of New Bedford exempt from civil service because he is under the jurisdiction of the City Treasurer, whose employees, by law, are exempt? No. — Opinion of the Attorney General, dated November 9, 1923.

Disabled Veterans. — Is it the intent of G. L. 31, S. 23, that the Commissioners of Civil Service have any discretion to overrule a definite finding of the United States Veterans' Bureau on the question of disability? Yes. — Opinion of the Attorney General, dated November 30, 1923.

Recommendations.

The following recommendation is made: — The Commissioners are of the opinion that a minimum height and weight limit should be established by civil service rule for applicants for the fire service. They, therefore, recommend that Section 4 of Chapter 31 of the General Laws be amended by striking out the words "except that no rule regulating the height and weight of persons eligible to become members of the fire department shall be made or enforced except by the city council or selectmen."

Respectfully submitted,

PAYSON DANA, *Commissioner of Civil Service.*

Appendix.

OFFICIAL SERVICE.

Class.	Name of Position.	Number of Examinations.		Number of Applicants notified.	Number examined.		Number passed.		Number of examined Persons appointed.		Number of Veterans appointed.		Number of Disabled Veterans appointed.
		General Competitive.	Non-Competitive.		Males.	Females.	Males.	Females.	Males.	Females.	Males.	Females.	Males.
1	Superintendent:												
	State	4	3	51	30	1	10	1	6	–	–	–	–
	Boston	–	1	1	1	–	1	–	3	–	–	–	–
	Other Cities	11	13	59	49	4	39	4	22	6	5	1	2
2	Secretary:												
	State	2	–	88	70	1	15	1	3	–	1	–	–
	Boston	1	–	2	2	–	1	–	1	–	–	–	–
	Other Cities	1	1	5	–	4	–	2	2	2	1	1	–
3	Clerk:												
	State	4	77	1,317	281	624	117	307	24	156	5	–	1
	Boston	5	19	576	178	173	57	72	59	45	18	2	–
	Other Cities	16	27	553	97	357	40	167	21	142	8	2	–
4	Bookkeeper:												
	State	2	3	211	110	46	86	37	2	5	1	–	–
	Boston	3	1	42	18	11	15	6	3	–	1	–	–
	Other Cities	2	1	41	6	16	4	11	1	–	–	–	–
5	Storekeeper:												
	State	1	2	18	17	–	13	–	3	–	–	–	–
	Boston	–	–	–	–	–	–	–	1	–	–	–	–
	Other Cities	1	–	49	42	–	18	–	1	–	1	–	1

6	Sealer of weights and measures:												
	State . . .	1	–	8	3	–	–	–	–	–	–	–	–
	Boston . .	1	1	18	11	–	3	–	1	–	1	–	1
	Other Cities .	2	7	55	41	–	14	–	11	–	–	–	–
7	Visitor:												
	State . . .	2	7	93	13	56	3	29	3	19	1	–	–
	Boston . .	2	4	18	1	13	1	7	8	10	8	–	3
	Other Cities .	1	2	16	11	2	5	1	1	3	1	–	–
8	Agent:												
	State . . .	2	–	2	2	–	1	–	2	–	1	–	–
	Boston . .	1	–	13	11	–	4	–	1	–	1	–	–
	Other Cities .	–	–	–	–	–	–	–	1	–	–	–	–
9	Stenographer:												
	State . . .	4	43	665	31	503	15	360	4	90	–	1	–
	Boston . .	1	3	306	9	258	5	171	9	23	1	1	–
	Other Cities .	6	9	208	4	172	2	104	–	26	–	–	–
9	Telephone Operator:												
	State . . .	1	1	43	2	31	1	24	–	4	–	–	–
	Boston . .	1	2	30	2	22	–	17	–	5	–	–	–
	Other Cities .	2	3	31	1	25	–	22	2	4	–	–	–
11	Inspector:												
	State . . .	2	1	884	750	–	58	–	16	3	12	–	–
	Boston . .	13	1	365	238	2	76	2	33	1	19	–	1
	Other Cities .	20	19	323	240	–	104	–	46	–	19	–	3
12	Instructor:												
	State . . .	1	12	21	17	1	13	1	13	3	–	–	–
	Boston . .	1	2	11	–	10	–	4	4	1	1	–	–
	Other Cities .	3	–	472	113	272	99	255	57	126	16	–	–
13a	Detective:												
	State . . .	1	–	1	–	–	–	–	–	–	–	–	–
13c	Building Inspector:												
	State . . .	1	–	22	16	–	10	–	–	–	–	–	–

OFFICIAL SERVICE — *Continued.*

Class.	NAME OF POSITION.	Number of Examinations.		Number of Applicants notified.	Number examined.		Number passed.		Number of examined Persons appointed.		Number of Veterans appointed.		Number of Disabled Veterans appointed.
		General Competitive.	Non-Competitive.		Males.	Females.	Males.	Females.	Males.	Females.	Males.	Females.	Males.
14	Policeman: Boston	2	–	310	186	–	13	–	189	–	117	–	–
14	Policeman: (promotion) Boston	1	–	33	32	–	31	–	5	–	–	–	–
14b	Policewoman: Boston	1	–	6	–	6	–	1	–	–	–	–	–
15	Policeman: Other Cities	13	5	925	604	–	151	–	336	–	200	–	–
15	Policeman (promotion): Other Cities	31	1	503	464	–	455	–	65	–	–	–	–
15c	Policewoman: Other Cities	3	–	46	–	23	–	16	–	1	–	–	–
16	Metropolitan District policeman: State	1	–	31	14	–	2	–	10	–	10	–	–
16	Metropolitan District policeman (promotion): State	–	–	–	–	–	–	–	2	–	–	–	–

16	Metropolitan District policewoman:												
	State . . .	1	–	7	–	6	–	1	–	2	–	–	–
17	Matron:												
	Boston . .	–	–	–	–	–	–	–	–	5	–	–	–
	Other Cities .	1	–	3	–	3	–	3	–	1	–	1	–
17	Watchman:												
	State . . .	1	21	113	82	1	41	1	35	1	15	–	–
	Boston . .	1	–	53	16	–	4	–	8	–	7	–	–
	Other Cities .	1	2	70	40	–	19	–	8	–	7	–	–
18	Ambulance Chauffeur:												
	Boston . .	–	–	–	–	–	–	–	2	–	1	–	–
	Other Cities .	1	–	10	9	–	5	–	1	–	1	–	–
19	Attendance officer:												
	Boston . .	1	–	96	68	14	45	10	3	–	3	–	–
	Other Cities .	2	–	3	28	–	8	–	1	–	–	–	–
20	Fireman:												
	Boston . .	2	–	717	498	–	214	–	54	–	54	–	–
20	Fireman (promotion):												
	Boston . .	4	–	506	493	–	488	–	18	–	–	–	–
21	Fireman:												
	Other cities .	14	38	1,256	867	–	256	–	267	–	190	–	–
21	Fireman (promotion):												
	Other cities .	21	5	367	356	–	312	–	75	–	–	–	–
22	Foreman:												
	State . . .	4	8	97	67	6	30	2	13	–	2	–	–
	Boston . .	5	1	118	93	–	22	–	17	–	7	–	–
	Other cities .	10	4	135	106	–	31	–	30	–	5	–	–
23	First Asst. Assessor:												
	Boston . .	–	–	–	–	–	–	–	4	–	3	–	–

OFFICIAL SERVICE — *Concluded.*

Class.	NAME OF POSITION.	Number of Examinations.		Number of Applicants notified.	Number examined.		Number passed.		Number of examined Persons appointed.		Number of Veterans appointed.		Number of Disabled Veterans appointed.
		General Competitive.	Non-Competitive.		Males.	Females.	Males.	Females.	Males.	Females.	Males.	Females.	Males.
24	Janitor:												
	State	1	4	43	29	1	17	1	4	2	1	–	–
	Boston	1	2	142	85	5	59	1	30	4	27	–	–
	Other cities	5	34	490	311	58	211	35	132	15	38	–	–
25	Drawtender:												
	State	1	1	18	11	–	5	–	5	–	5	–	–
	Boston	1	–	36	31	–	15	–	34	–	24	–	–
	Other cities	1	–	7	7	4	–	–	2	–	2	–	–
26	Engineer and fireman:												
	State	3	24	111	86	–	84	–	43	–	5	–	–
	Boston	2	5	110	74	–	62	–	41	–	24	–	–
	Other cities	10	8	83	66	–	51	–	41	–	13	–	–
27	Civil engineer:												
	State	4	17	279	236	–	117	–	88	–	18	–	–
	Boston	5	13	77	54	–	14	–	11	–	1	–	–
	Other cities	6	17	87	72	–	33	–	32	–	4	–	–
27	Civil engineer (promotion):												
	Other cities	–	12	12	12	–	12	–	12	–	–	–	–

28	Architectural Draftsman:												
	Boston . .	1	–	2	1	–	1	–	–	–	–	–	–
29	Electrician:												
	State . . .	1	–	28	13	–	9	–	3	–	2	–	–
	Boston . .	1	–	6	4	–	1	–	4	–	2	–	–
	Other cities .	5	–	22	16	–	14	–	8	–	5	–	–
30	Pilot and Quartermaster:												
	Boston . .	–	–	–	–	–	–	–	8	–	5	–	–
31	Dietitian:												
	State . . .	–	4	4	–	4	–	4	–	3	–	–	–
	Boston . .	–	4	4	–	4	–	4	–	4	–	–	–
32	Physician:												
	State . . .	2	19	31	15	12	15	12	9	15	–	–	–
	Boston . .	1	6	10	1	7	1	7	7	1	7	–	–
	Other cities .	6	19	69	42	19	40	19	27	11	8	–	–
33	Fish and Game Warden:												
	State . . .	1	–	38	21	–	3	–	1	–	–	–	–
34	Chemist:												
	State . . .	2	–	20	6	–	3	–	4	1	3	–	–
	Boston . .	1	2	11	8	–	6	–	5	–	1	–	–
35	Nurse:												
	State . . .	1	–	28	–	21	–	17	–	1	–	–	–
	Boston . .	1	5	29	–	26	–	23	1	8	1	2	–
	Other cities .	7	9	109	–	96	–	81	–	47	–	5	–
41	Master in house of correction:												
	Boston . .	–	–	–	–	–	–	–	1	–	1	–	–
		313	555	13,929	7,641	2,920	3,730	1,843	2,060	796	941	16	12

Summary of Official Service.

Class.	NAME OF POSITION.	Number of Examinations.		Number of Applicants notified.	Number examined.		Number passed.		Number of Examined Persons appointed.		Number of Veterans appointed.		Number of Disabled Veterans appointed.
		General Competitive.	Non-Competitive.		Males.	Females.	Males.	Females.	Males.	Females.	Males.	Females.	Males.
	Commonwealth service	51	247	4,272	1,922	1,314	668	798	293	305	82	1	1
	Boston service	60	72	3,648	2,115	551	1,139	325	565	107	335	5	5
	Cities other than Boston and towns	201	236	6,009	3,604	1,055	1,923	720	1,202	384	524	10	6
		312	555	13,929	7,641	2,920	3,730	1,843	2,060	796	941	16	12
		867		13,929	10,561		5,573		2,856		957		12

LABOR SERVICE.

	Number registered.	Requisitions received.	Number called for.	Number certified.	Number employed.	Number discharged.	Authority given.	Age limits.
Commonwealth	2,848	128	619	1,007	568	434	43	0
Boston	8,350	261	1,261	2,118	2,273	2,482	102	9
Brookline	171	46	114	104	127	65	34	1
Cambridge	672	59	121	181	232	156	20	0
Everett	213	29	146	178	161	56	20	1
Fall River	1,019	50	364	639	488	286	24	1
Fitchburg	71	25	148	31	192	139	24	12
Lowell	1,345	94	274	476	343	217	30	0
Lynn	402	36	140	226	182	95	22	1
Medford	94	22	129	130	121	35	16	0
New Bedford	1,004	53	94	128	101	112	19	0
Newton	281	29	362	243	174	110	23	8
Revere	148	13	141	100	112	116	9	0
Somerville	129	17	56	91	77	33	11	3
Waltham	21	0	0	0	0	0	0	0
Worcester	1,926	78	833	1,446	969	836	27	16
Totals	18,694	940	4,802	7,098	6,120[1]	5,172	424	52

[1] Includes 1,650 veterans, 822 women, 1,563 appointed under general authority.

Number of Present Employees in Labor Service classified under Civil Service Rules.

Commonwealth, 1,093
Boston, 4,888
Brookline, 434
Cambridge, 967
Everett, 318
Fall River, 1,049
Fitchburg, 326
Lowell, 1,405
Lynn, 696
Medford, 278
New Bedford, 1,251
Newton, 647
Revere, 188
Somerville, 385
Waltham, 224
Worcester, 1,657
Totals, 15,806

PHYSICAL EXAMINATIONS.

Official Service.

Number examined	2,759	
Disabled veterans examined	44	
Number re-examined	465	
Total		3,268
Number rejected	995	

Labor Service.

Number examined		569
Number rejected	83	
TOTAL PHYSICAL EXAMINATIONS		3,837
TOTAL REJECTIONS		1,078

Practical Tests — Labor Service.

	Examined.	Failed.
Life Guard and Helper	83	45
Teamster	82	18
Tree Climber	58	17
	223	80

COMMISSIONERS OF CIVIL SERVICE.

Payson Dana, *Commissioner,* Brookline.
George M. Harlow, *Associate Commissioner,* Boston.
Patrick J. McMahon, *Associate Commissioner,* Westfield.
Executive Secretary, John C. Gilbert, Winchester.
Chief Clerk, Persis A. Richardson, Winchester.
Director, Examination Bureau, Percy A. Harrison, Somerville.
Director, Pay Roll Bureau, William H. Hawley, Malden.
Director, Labor Bureau, James E. O'Neil, Brookline.
Office of Division of Civil Service, Rooms 147–152, State House, Boston.

LOCAL REPRESENTATIVES OF THE DIVISION OF CIVIL SERVICE.

Brockton — William C. Drohan, 106 Main Street.
Chicopee — Carrie M. Stebbins, 356 Springfield Street.
Fall River — Thos. D. Sullivan, Granite Block.
Fitchburg — Samuel W. Miller, 745 Main Street.
Gloucester — Charles H. Morrow, M.D.
Haverhill — Edward B. Savage, 36 Main Street.
Holyoke — Clifford S. Lyon, 276 High Street.
Lawrence — Arthur P. McCormick, Ryder Building.
Lowell — James H. Carmichael, Central Street.
Marlborough — William H. Murphy, Corey Building.
New Bedford — William J. Carter, 7 Municipal Building.
North Adams — Fred H. Reagan, 87 Main Street.
Pittsfield — Oscar S. Read, 7 North Street (mailing address, P. O. Box 1182).
Springfield — George H. Hughes, Court Square Theatre Building.
Taunton — Howard A. Briggs, care of City Treasurer.
Worcester — Mrs. Robert C. Hunt, City Hall.

CIVIL SERVICE — LABOR REGISTRATION CLERKS.

Brookline — Thomas J. Moran, Town Hall.
Cambridge — Harry L. Lincoln, City Hall.
Everett — Walter H. Nichols, 443 Broadway.
Fall River — Charles McL. Hadley, 8 Bennett Building.
Fitchburg — Frederick J. Mulhern, Room 8, City Hall.
Lowell — Patrick J. Reynolds, City Hall.
Lynn — Mary E. Moran, City Hall.
Medford — George E. McPeck, City Hall.
New Bedford — William J. Carter, Municipal Building.
Newton — Andrew Prior, City Hall.
Revere — Dorothy M. Hawkins, City Hall.
Somerville — Mrs. Florence A. Cook, City Hall.
Waltham — Leo J. Hinchey, City Hall.
Worcester — Mrs. Robert C. Hunt, Room 7A, City Hall.

Publication of this Document approved by the Commission on Administration and Finance.